

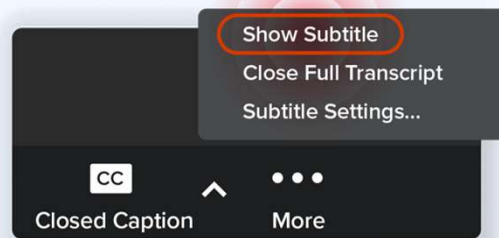


**Our Webinar Will
Begin Shortly**



Thank you for joining us today!

- This webinar is being recorded. We will post the recording to the info hub after the session.
- This session is meant to show workflows in the HHAeXchange Services Portal and simple troubleshooting.
- For complex provider-specific issues, please open a ticket in the Customer Support Portal.
- Ask your questions in the Q&A section located at the bottom of your screen.



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MI FI/FMS: Office Hours Support

April 14, 2026



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speakers

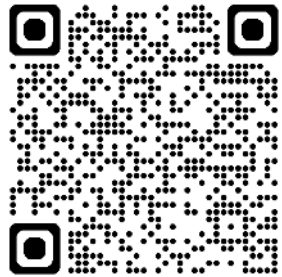


Meet Shanieka Naik

- **Role:** Training Specialist
- **Tenure at HHAeXchange:** 1 year
- **Areas of Expertise:** Sponsored Training

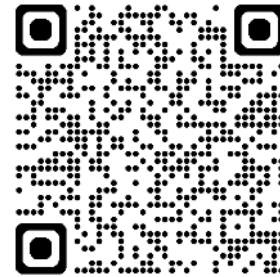
Previous Trainings

Previously: MI FI/FMS System
Setup & Readiness



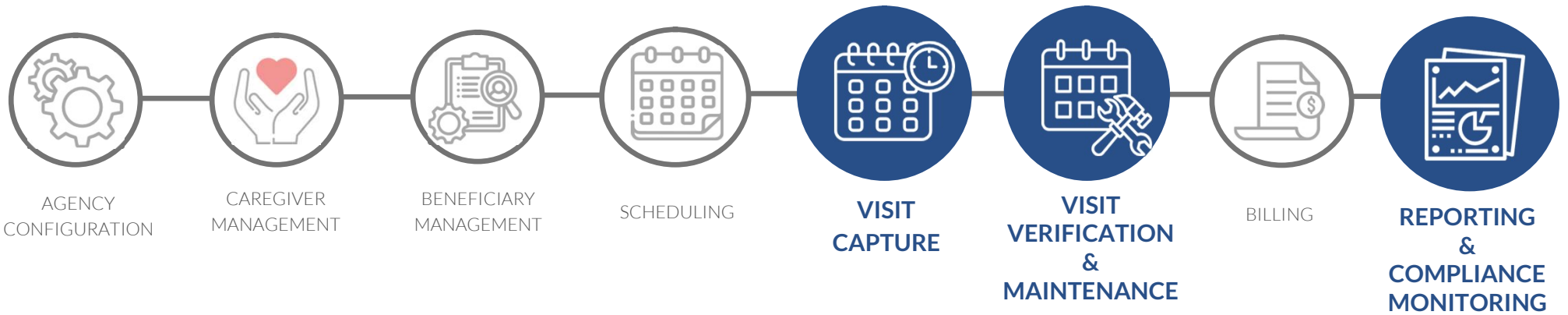
[Recording](#)
from March 10, 2026

Previously: MI FI/FMS EVV
Adoption



[Recording](#)
from March 26, 2026

> EVV Overview



➤ 6 Elements of a Cures Compliant Visit



Who

Beneficiary



Who

Caregiver



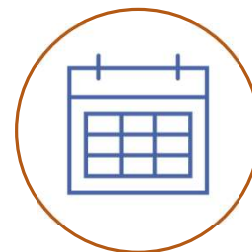
What

Type of
Service



Where

Location
of Service



When

Date of
Service



When

Time of
Service

Note: HHAExchange is committed to providing accessible, ADA-aligned software across its platform. The company incorporates accessibility standards into its applications and regularly updates features to support users of all abilities.

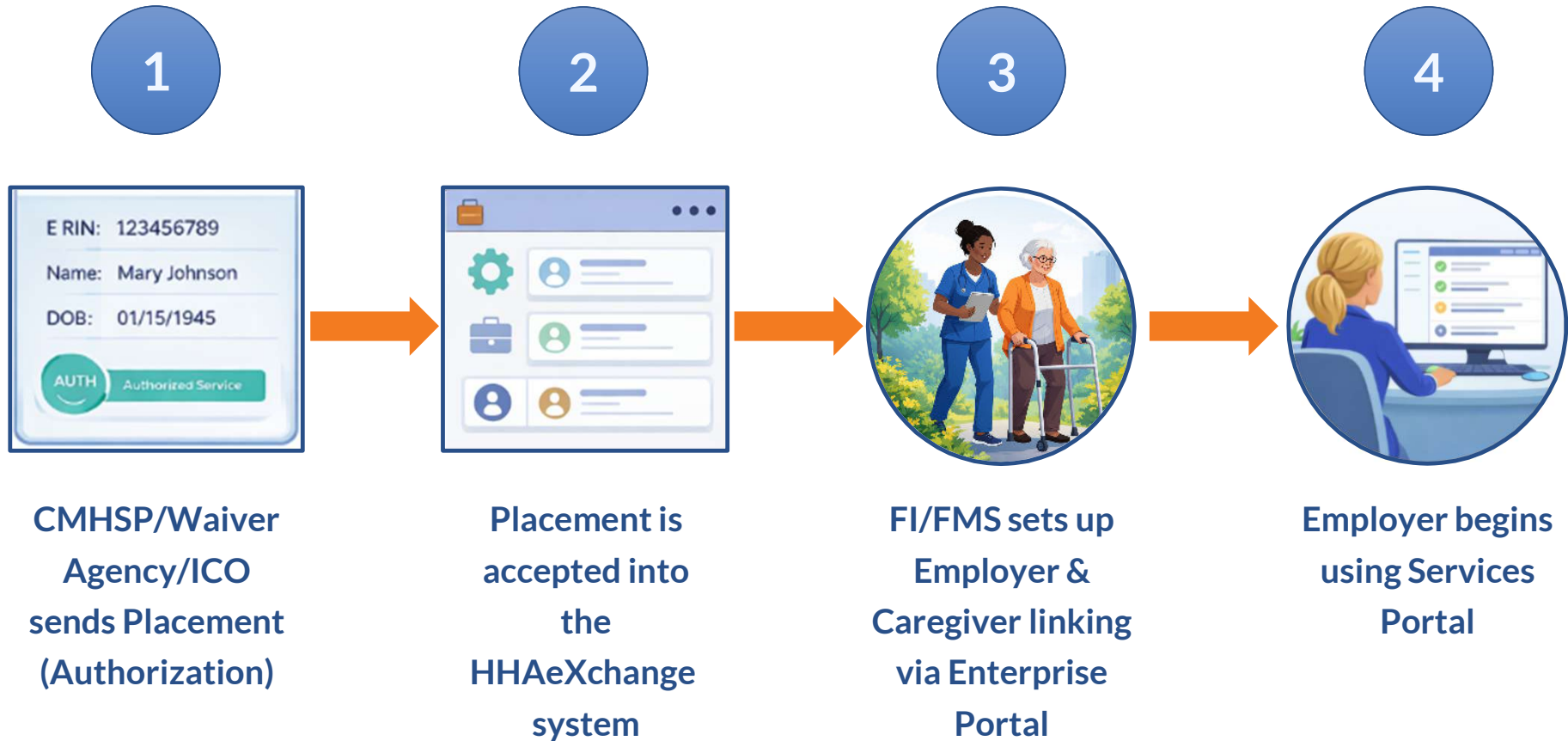
➤ HHAeXchange Standard System Terminology

HHAeXchange Standard System Terminology

Corresponding Terminology

CONTRACT / PAYER	<ul style="list-style-type: none"> • FFS • HHS 	<ul style="list-style-type: none"> • MCO • State 	<ul style="list-style-type: none"> • Plan
PATIENT / MEMBER	<ul style="list-style-type: none"> • CDS Employer • Consumer 	<ul style="list-style-type: none"> • Recipient • Client 	<ul style="list-style-type: none"> • Participant • Beneficiary
CAREGIVER	<ul style="list-style-type: none"> • Aide • Homecare Aid • Homecare Worker 	<ul style="list-style-type: none"> • Worker • Direct Care Worker • Service Provider 	<ul style="list-style-type: none"> • Attendant • CDS Employee
AGENCY / PROVIDER	<ul style="list-style-type: none"> • FMSA • Vendor 	<ul style="list-style-type: none"> • Program Provider 	
COORDINATOR	<ul style="list-style-type: none"> • Care Coordinator • Case Coordinator 	<ul style="list-style-type: none"> • Service Coordinator • Care Types 	
UNITY NUMBER	<ul style="list-style-type: none"> • EMPI • Master Patient Number 	<ul style="list-style-type: none"> • Shared Patient Number 	
SECONDARY IDENTIFIER	<ul style="list-style-type: none"> • MPI • Promise Code 		

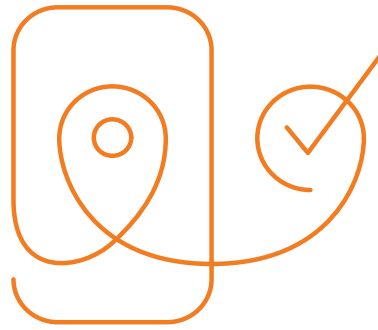
Michigan Workflow



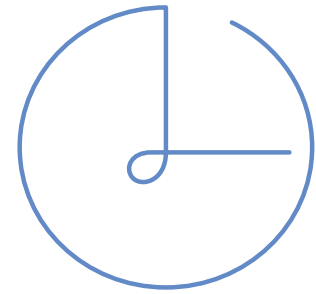
➤ The Connection



FI/FMS provides Services Portal Access via the **Provider Portal** to the Employers & Caregivers



Self-Direction Caregivers use EVV clock in and clock out methods to generate visits in Services Portal



Self-Direction Employers review shifts (visits) through the Services Portal

Roles & Responsibilities

FI/FMS, EOR, & Representatives:

- The state sponsored system through HHAeXchange allows the Employer of Record (EOR) the option to identify a representative if they would like.
- The representative would be able to verify visit information on the EOR's behalf within the Services portal.
- Representatives could be a guardian, relative, friend, etc. of the EOR's choosing.
- The representative should not be from the FI/FMS. The FI/FMS will conduct financial management tasks in the associated provider portal.
- The state sponsored solution will support FI/FMS activity within the linked provider portal.
- The HHAeXchange system must meet ADA requirements, more information can be found at <https://www.w3.org/TR/WCAG22/>.

➤ Third-Party EVV (EDI) Integration Requirements

Integration Requirements:

1. Complete the Third-Party EVV Attestation Form
2. Comply with the HHAeXchange Technical Specifications & Business Requirements
 - [EDI Technical Specifications](#)
 - [Business Requirements](#)
3. Review Authorization Specifications (if applicable – Home Health Only)
4. Submit an EDI Ticket

Visit: <https://www.hhaexchange.com/info-hub/michigan-information-center>

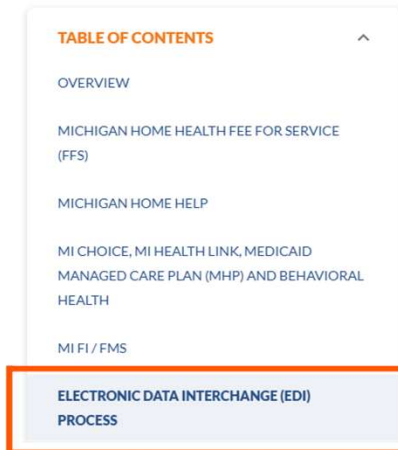


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MICHIGAN HOME HEALTH FEE FOR SERVICE (FFS)	
MICHIGAN HOME HELP	
MI CHOICE, MI HEALTH LINK, MEDICAID MANAGED CARE PLAN (MHP) AND BEHAVIORAL HEALTH	
MI FI / FMS	
ELECTRONIC DATA INTERCHANGE (EDI) PROCESS	

Electronic Data Interchange (EDI) Overview (Integrating with a 3rd Party Agency Management System)

This overview is geared towards providers who will be using their own EVV solution and not the MDHHS EVV solution. If you have your own EVV vendor, in HHAeXchange's system the vendor will be referred to as an EDI vendor. The information below lists the general requirements and steps to successfully integrate a 3rd Party Agency Management System with HHAeXchange. Electronic Data Interchange (EDI) Providers will be required to comply with both the HHAeXchange Technical Specifications and Business Requirements listed below. After reviewing the specifications and requirements resources, please initiate contact HHAeXchange to begin the integration process.

1. It is critical to complete the Third Party EVV Attestation Form begin the process: [Attestation Form](#)
2. Please click here for the Technical Specification document: [EDI Technical Specifications](#)
3. Please click here for the Business Requirements document: [Business Requirements](#)
4. Please click here for the Authorization Specification: [Web Service API Guide](#) (Home Health only)
5. Submit a ticket to HHAX EDI via the Client Support Portal:

<https://www.hhaexchange.com/supportrequest>



Provider Portal Navigation

➤ Provider Portal Management

Provider Portal

To add a new Services Portal User:

- From the **Admin** dropdown > select **Services Portal Management** > choose **Services Portal User Management**
- Click **Add Services Portal User** button to add new users [Employers & Caregivers] to the portal.

The screenshot shows the HHAExchange user management interface. A modal window titled 'Create New Services Portal User' is open, displaying a form with the following fields and options:

- Email Address ***: Text input field.
- First Name ***: Text input field.
- Last Name ***: Text input field.
- Status**: Dropdown menu with 'Active' selected.
- Program**: Dropdown menu with 'Michigan Standard Program' selected.
- Role ***: Dropdown menu with 'Select role' selected. The dropdown list shows options: 'Select role', 'MI Standard Patient', 'MI Standard Caregiver', and 'MI Standard Representative'.

At the bottom of the modal, there are 'Cancel' and 'Save' buttons. The background shows the 'User Management' page with a search bar and an 'Add Services Portal User' button.



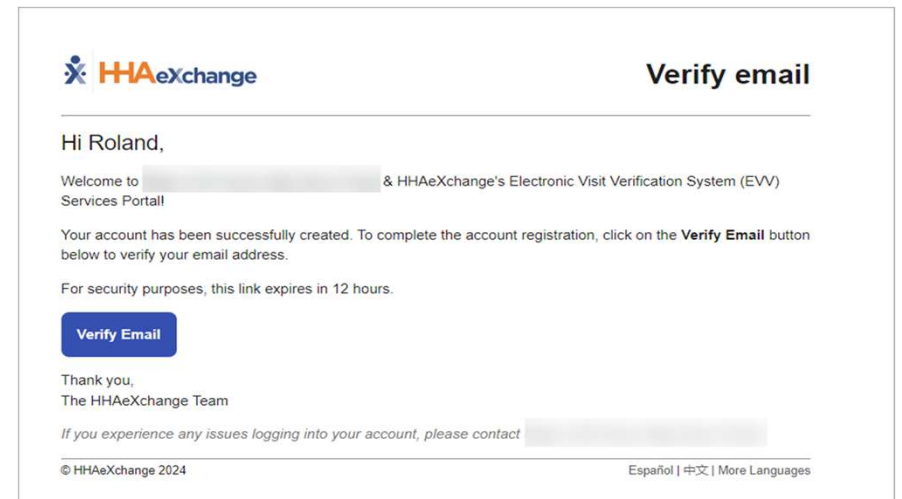
Services Portal Navigation

➤ Logging into the Services Portal

First, the FI/FMS providers create Services Portal access for the Employers & Caregivers.

Login Steps:

1. The Employer receives a credential email and sets a new password using the Services Portal link (bookmark):
 - <https://ucp.hhaexchange.com/login>
2. Click the **Verify Email** button from email.
3. Create new password.
4. Enter username and password into Services Portal.
5. Click **Log In**



Log in to your
HHAExchange
account.

[Español](#) | [中文](#) | 

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Email

wleucp@yahoo.com

Password

..... 

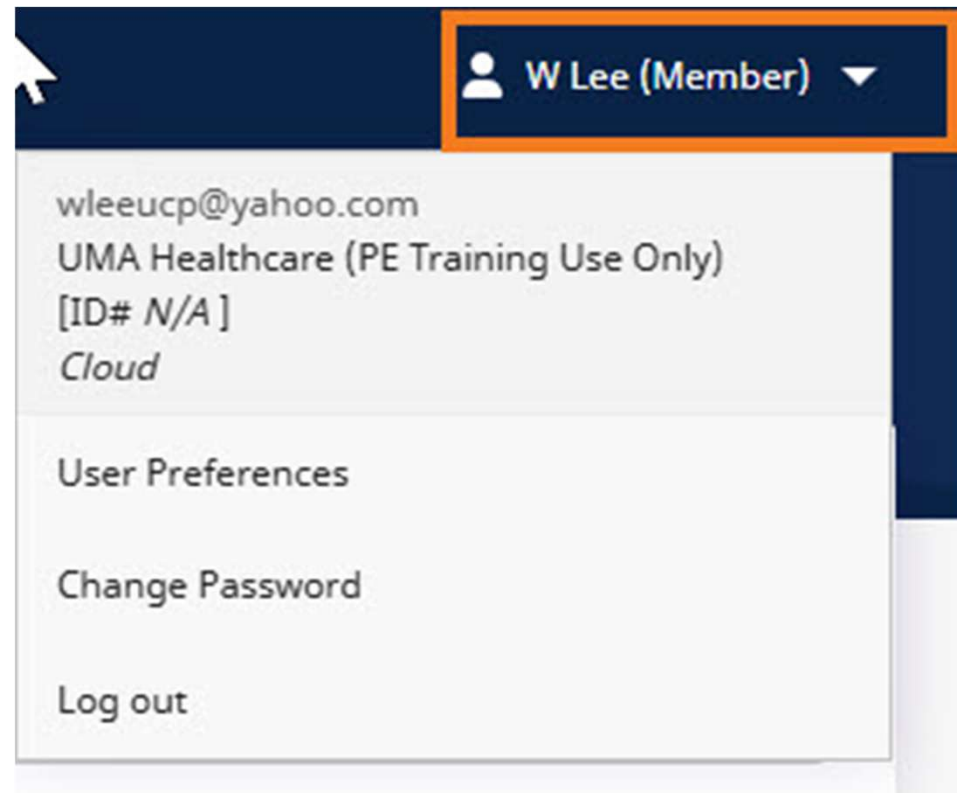
Log In

[Forgot Password?](#)

➤ Navigating the Services Portal

User Profile Menu

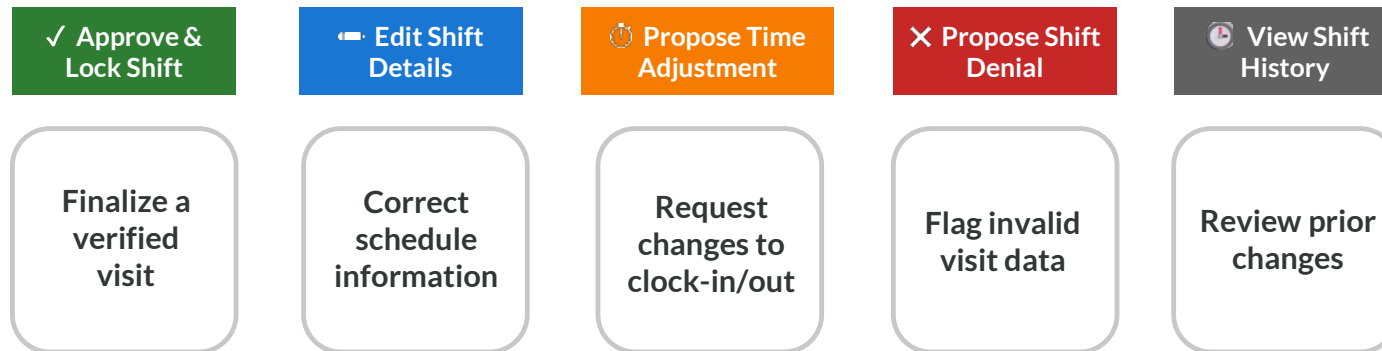
- Click the **User Profile** menu to:
 - Set keyword preferences
 - Update language
 - Change password



Shifts Overview

What is a Shift?

A shift is a scheduled period when a caregiver provides services to a MI beneficiary. It includes details like date, scheduled and confirmed time, service code, status, and actions you can take (such as approve or adjust).



Shifts

Search Shifts

Consumer Directed Services (CDS) Employer

Walter Lee x

Enter 1 or more characters to search by Name

Caregiver

Barbara Johnson x

Enter 1 or more characters to search by Name

Date Range

01/01/2026 - 01/15/2026

Limit range to 14 days

Shift Status

Select one or more

- Show shifts requiring action from me only
- Show shifts with linkable calls

Search Reset

Shifts

Add

Show

- All (0)
- Missing Call-In (0)
- Missing Call-Out (0)
- Missing Call-In & Call-Out (0)

Legend: Linkable to an EVV Confirmation | EVV Compliant | EVV non-compliant View All

Date	Caregiver	Scheduled Time	Confirmed Time	Scheduled / Confirmed Duration	Confirmed/Rounded Duration	Healthcare Common Procedure Coding System (HCPCS)	Authorization Status	Shift Status	Next Action Required From	Actions
------	-----------	----------------	----------------	--------------------------------	----------------------------	---	----------------------	--------------	---------------------------	---------

No Records



Visit Capture Refresher

➤ Visit Capture for Self-Direction Employees

EVV Clock-In & Clock-Out Overview for Self-Direction Employees

- EVV capture methods are approved ways caregivers record clock-in/clock-out of visits electronically to ensure compliance.

HHAEExchange+ Mobile App

- This capture method allows caregivers to capture EVV by clocking in and out directly from their mobile device at the Beneficiary's location.
- The preferred EVV capture method and helps ensure visits are recorded accurately using time and location data, reducing exceptions and manual corrections.

Landline (Interactive Voice Response [IVR])

- This method allows caregivers to capture EVV by calling a designated phone number from the beneficiary's landline phone.
- The landline provides an alternative EVV capture method when mobile devices are not used and helps ensure visits are recorded electronically.

➤ Visit Capture Methods: Self-Direction Employees



Mobile App

Preferred EVV Method

- ✓ Smartphone-based
- ✓ GPS verified
- ✓ Offline capable



Landline

Alternative EVV Method

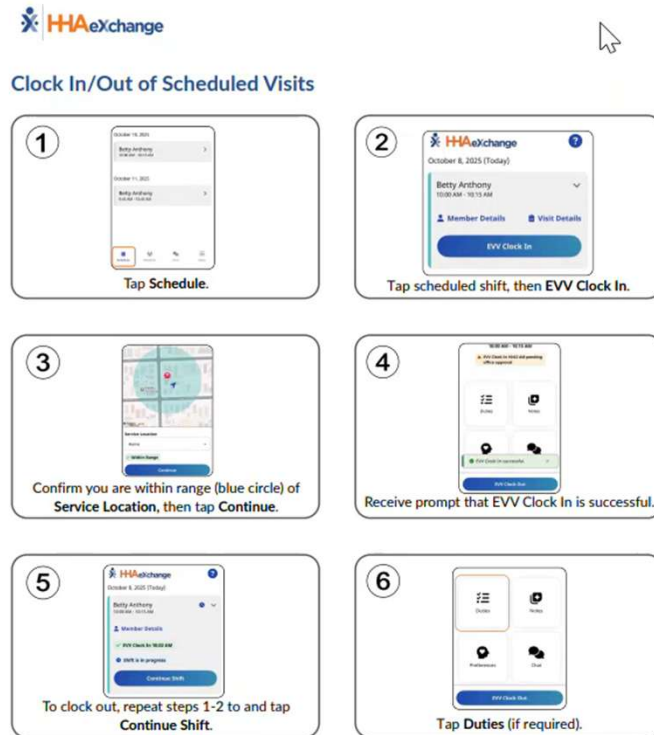
- ✓ Uses Beneficiary's home phone number
- ✓ Voice-based clock in/out

➤ Visit Capture: HHAeXchange+ Mobile App

Scenario:

The caregiver arrives at the Beneficiary's home to begin a **scheduled** (an **unscheduled**) visit and uses the **HHAeXchange+ Mobile App** to clock in. After completing the visit, the caregiver clocks out to accurately capture the visit for EVV compliance.

[HHAeXchange+ Caregiver User Guide](#)





How to Clock In and Out for a Scheduled Visit in the HHAeXchange+ Mobile App

This video uses the Standard System Terminology

***Your state or payer may utilize different terminology in the platform**



HAexchange

➤ Visit Capture: Offline Mode

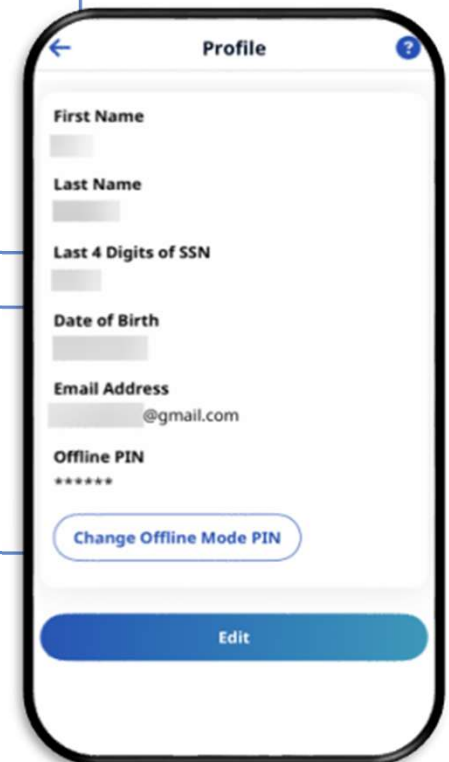
EVV Clock-In & Clock-Out in Offline Mode

- Offline Mode allows caregivers to capture EVV using the Mobile App when there is no to low internet or cell service.
- Automatically activates when there is no signal and syncs once connectivity is restored
- Caregivers use their Offline PIN to clock in and out **HHAeXchange+ Mobile App**

How to Use Offline Mode Pin:

1. **Log in** to the app
2. Go to **Menu > Profile**
3. Select "**Change Offline Mode PIN**"
4. Enter your new **PIN** and select **Save**.

Note: The Offline PIN is created by the CAREGIVER when first registering for the HHAeXchange+ mobile app.

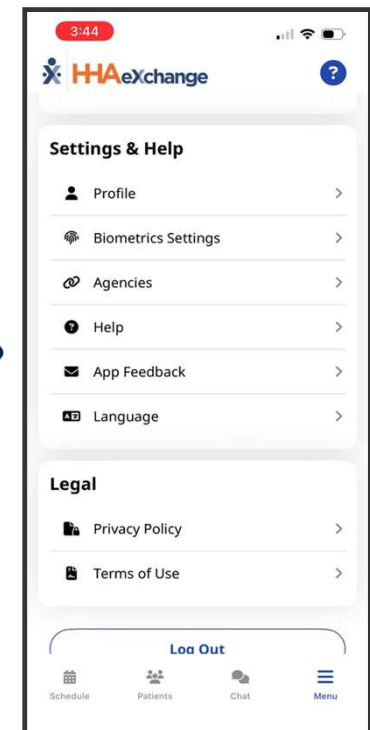
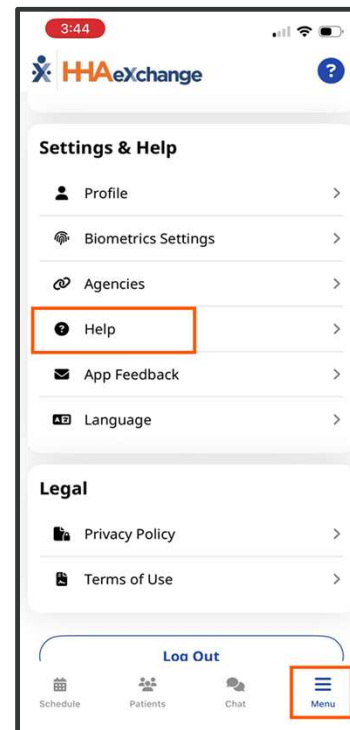


➤ Troubleshooting – Mobile App Help

The Help feature offers in-app support for caregivers in the field.

How to Access:

1. Open the HHAX+ Mobile App and log in
2. Navigate to the Help section
3. Review the available troubleshooting guidance
4. Follow the recommended steps to access necessary support resources



› Visit Capture: Landline

Before calling, the Caregiver must have:

- HHAeXchange toll-free Landline number
- Employee Time & Attendance PIN
- Beneficiary's home phone number

How to use Landline:

1. Go to the Beneficiary's home phone (Landline [IVR]).
2. Dial the HHAeXchange toll-free number.
3. Listen for the "Welcome to HHAeXchange" greeting.
4. Follow the voice prompts:
 - Press **1** to Clock In & **2** to Clock Out
 - Enter your **Time & Attendance PIN** when prompted.
 - Enter the Assignment ID (if required).
 - Wait for the confirmation message that clock-in or clock-out was successful.





Visit Maintenance Overview

Visit Maintenance Overview

What is it?

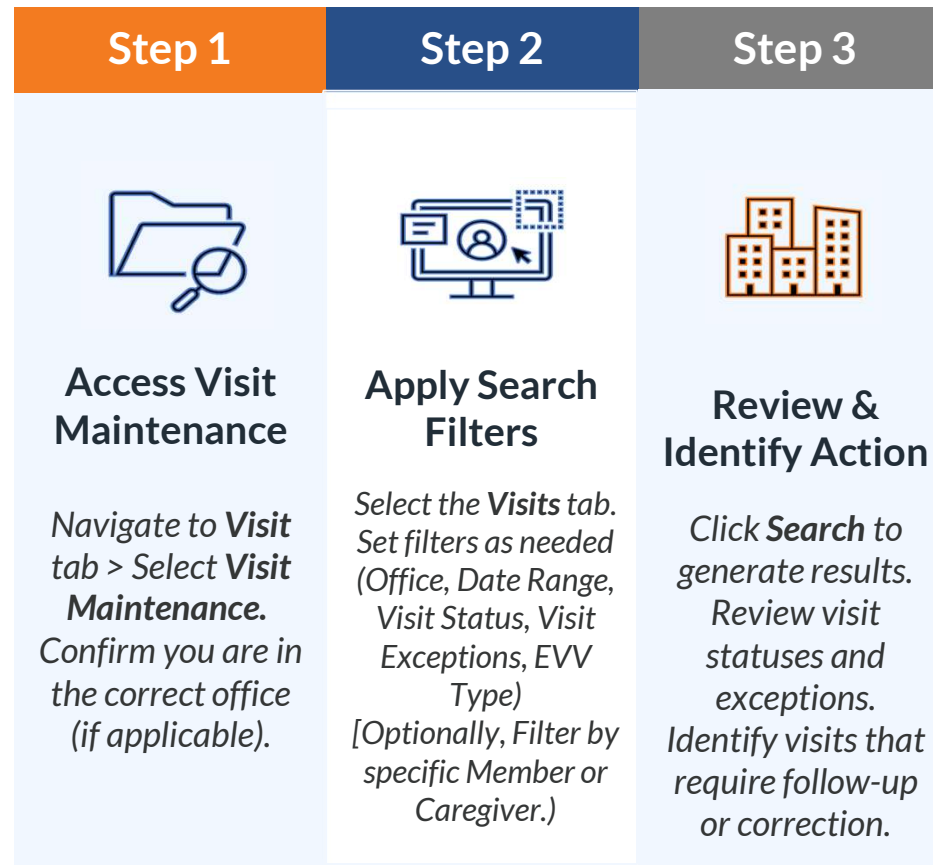
- Visit Maintenance centralizes all visit activity, so agencies do not need to chase issues across multiple screens. It provides visibility into visit status, EVV linkage, and exceptions in one place.

Why does it matter?

- Visit Maintenance let's us:
 - Review completed visits.
 - Resolve EVV and Prebilling exceptions.
 - Link EVV to visits seamlessly.
 - View visit authorizations and details.

Date/Schedule	Visit Time	Patient ID	Caregiver ID	Visit Status	Visit Exceptions	Auth/ML Info	Actions
05/05/2025 (BF) 08:02 PM - 10:00 PM 29 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Lee, Maria Date: KAC-903 Name: ED-90802	Scheduled	• Caregiver Compliance • Incomplete Certification • Missing Service/Partial Approval	UW Care Demo Page (LHCE) 35700 31051	---
05/05/2025 (BF) 12:00 PM - 01:00 PM 19 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Shirley, Sam Date: KAC-908 Name: ED-90805	Scheduled	• Caregiver Compliance • Incomplete Certification	UW Care Demo Page (LHCE) 35700 31051	---
05/05/2025 (BF) 08:00 AM - 09:00 AM 19 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Johnson, John Date: 0804-1004 Name: ED-90805	Incomplete	• Caregiver Compliance • Incomplete Certification • Missing Services/Partial Approval	UW Care Demo Page (LHCE) 35700 31051	---
05/05/2025 (BF) 29 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Joseph, Anthony Date: KAC-904 Name: ED-90802	Scheduled	• Caregiver Compliance • Incomplete Certification	UW Care Demo Page (LHCE) 35700 31051	---
05/05/2025 (BF) 08:00 AM - 09:00 AM 19 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Lee, Maria Date: KAC-903 Name: ED-90802	Incomplete	• Caregiver Compliance • Incomplete Certification • Missing Services/Partial Approval	UW Care Demo Page (LHCE) 35700 31051	---
05/05/2025 (BF) 12:00 AM - 01:00 PM 19 Edm	Start End Duration	Lee, Walter Admin ID: KAC-90806	Shirley, Sam Date: KAC-908 Name: ED-90805	Incomplete	• Caregiver Compliance • Incomplete Certification	UW Care Demo Page (LHCE) 35700 31051	---

➤ Visit Maintenance: Visit Search Workflow



Note: The Visit tab allows you to search and filter visits by exception and EVV type to quickly identify visits needing attention.

➤ Visit Maintenance: Visit Search

Visit Maintenance

Visits | Unscheduled Services | EVV Attempts

All fields marked with an asterisk (*) are required.

Office * (UMA MI office x, UMA health care training x, UMA healthcare x) | **Date Range *** (01/09/2026 - 01/09/2026) | **Visit Status** (Select one or more) | **Visit Exceptions** (Select one or more)

Advanced Filters

Patient (Enter at least 2 characters and select a Patient) | **Caregiver** (Enter at least 2 characters and select a Caregiver) | **Coordinator** (Select one or more) | **Contract** (Select one or more)

Schedule Type (Select one or more) | **EVV Type** (Select one or more) | **EVV Exceptions** (Select one or more) | **Discipline** (Select one or more)

Search | **Reset**

How to complete a Visit Search

1. Navigate to the **Visit** tab > Select **Visit Maintenance** from the dropdown.
2. Select **Visits** > Set search filters as needed
3. Select **Search** to view results
(The Visit tab allows you to search and filter visits based on exceptions and EVV type.)

Filters Include

- Scheduled visits
- In progress visits
- Visits missing clock ins
- Completed visits
- Incomplete visits

Actions Include

- Review Visit details
- Review Patient details
- Review Caregiver details
- Delete Visits

Hello georgem

Placements (9 Pending) Events System Notifications Direct Messages Tasks Linked Communication

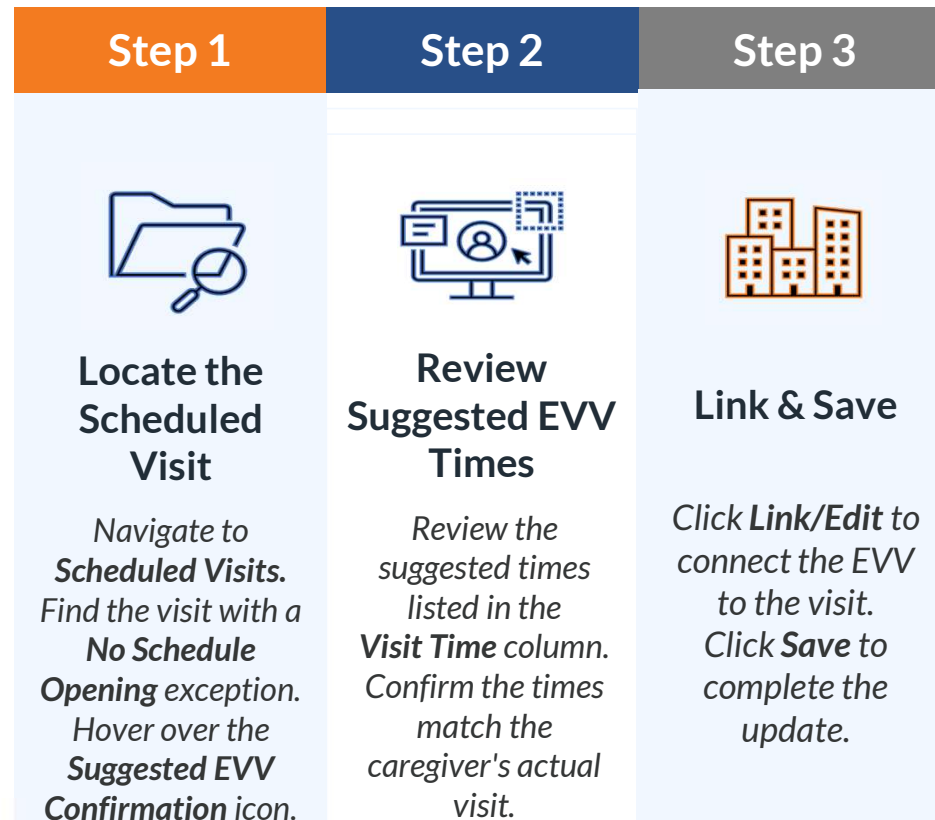
Placements

Pending (1) Accepted with Temp Caregiver (8) Staffed (0) Accepted with No Master Week(0)

Patient ^	Admission ID ⇅	Office ⇅	Start Date ⇅	Stop Date ⇅	Frequency ⇅	Service Category ⇅	Service Type ⇅	Request Sent At ⇅	Status ⇅	Cut Off Time ⇅	Contract Name ⇅
XXXXX	5141341354	UMA healthcare	11/12/2024			Home Health	PCA	11/11/2024 12:41:42 PM	Pending	11/16/2043 11:20:42 PM	Life Care Demo Payer

Previous **1** Next

➤ Visit Maintenance: Linking EVV (No Schedule Opening) Workflow



Note: EVV linking will **NOT** place you out of compliance.

Hello PEdemoAC

Placements (9 Pending) Events System Notifications Direct Messages Tasks Linked Communication

Placements

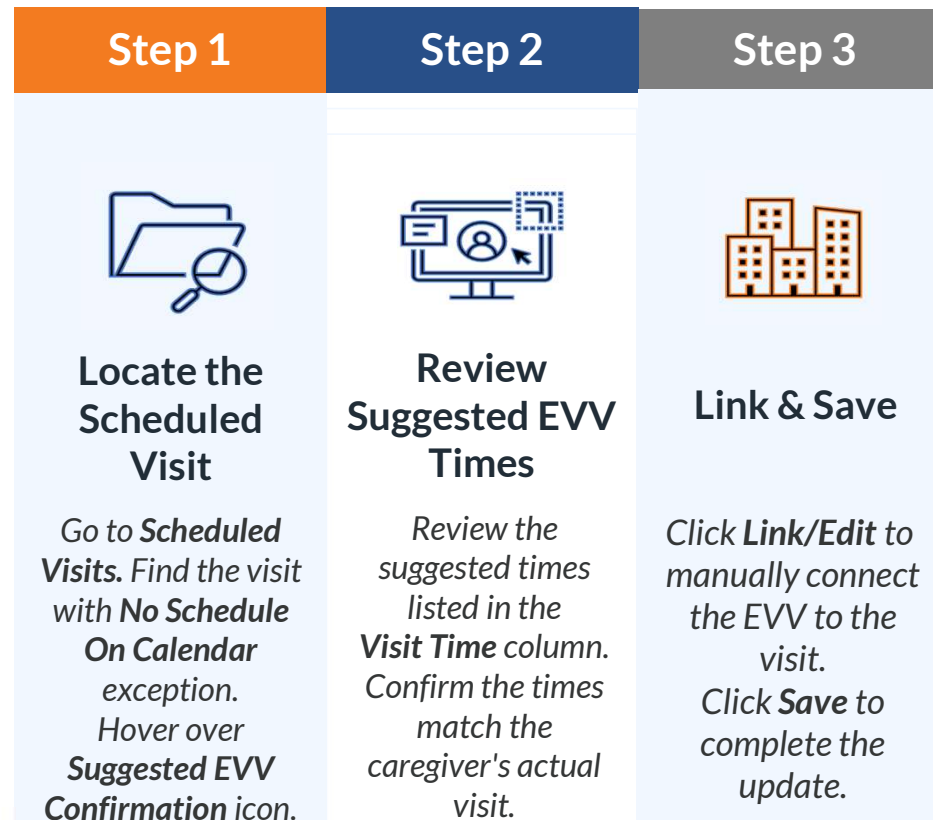
Pending (0) Accepted with Temp Caregiver (9) Staffed (0) Accepted with No Master Week(0)

Patient ^	Admission ID ⇅	Office ⇅	Start Date ⇅	Stop Date ⇅	Frequency ⇅	Service Category ⇅	Service Type ⇅	Request Sent At ⇅	Status ⇅	Cut Off Time ⇅	Payer Name ⇅
-----------	----------------	----------	--------------	-------------	-------------	--------------------	----------------	-------------------	----------	----------------	--------------

No data available in table



Visit Maintenance: Linking EVV (No Schedule On Calendar) Workflow



Note: Linking EVV ensures the visit is validated and exception-free

Visit Maintenance

Presentation last saved: Just now

Visits **Unscheduled Services** EVV Attempts

All fields marked with an asterisk (*) are required.

Office *

- UMA healthcare x
- UMA health care training x
- UMA MI office x

Date Range *

04/01/2025 - 05/06/2025

Visit Status

Select one or more

Visit Exceptions

Select one or more

> Advanced Filters

Search Reset

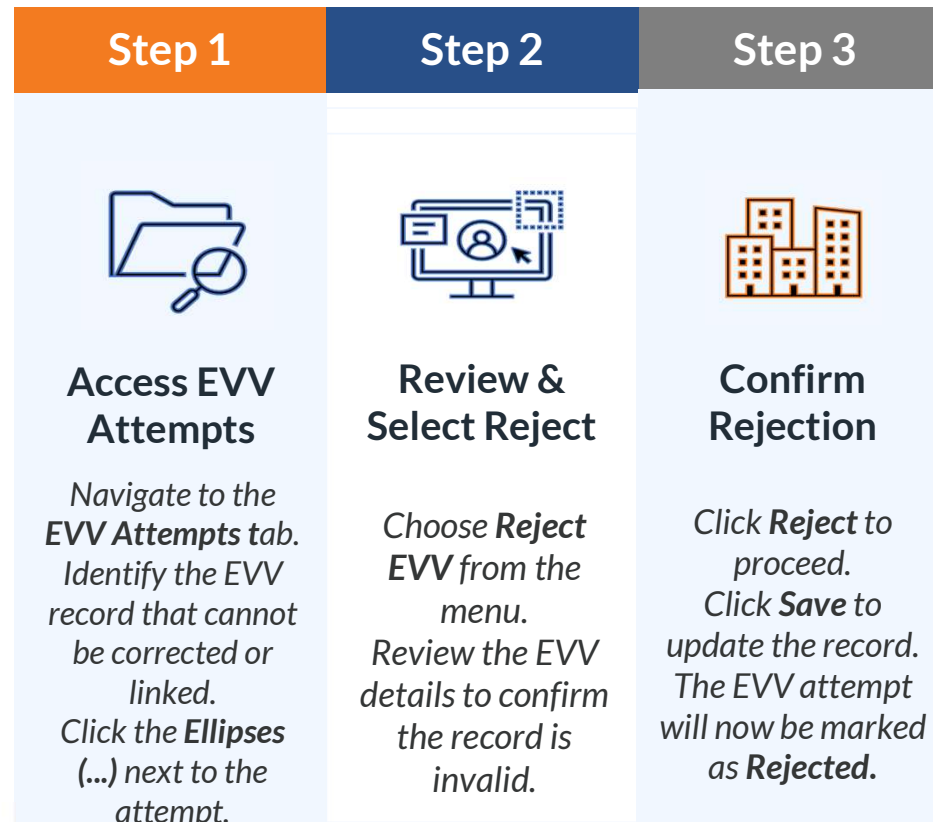
Visits

Legend: ● Auto-Linked | ▲ EVV Exception | ✍ Manually entered time | 🔗 Suggested EVV confirmation | ✂ Time requires manual entry [View All](#)

Office: **UMA healthcare** **UMA health care training** 1 more Date Range: **04/01/2025 - 05/06/2025** Visit Status: **Completed** Caregiver: **Zidane, Barbara [KHC-1106]**

Date/Schedule	Visit Time	Patient	Caregiver	Visit Status	Visit Exceptions	Auth/Bill Info	Actions
05/01/2025 (NS) 0h 30m	Start: 10:45 AM ⚠ End: 11:00 AM ⚠ Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed	• Caregiver Compliance	Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (DF) 03:00 PM - 03:15 PM 0h 15m	Start: 03:00 PM ✓ End: 03:15 PM ✓ Duration: 0h 15m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...
04/24/2025 (NS) 0h 30m	Start: 01:45 PM ✓ End: 02:15 PM ✓ Duration: 0h 30m	Grey, Lexie Admsn. ID: KHC-900103	Zidane, Barbara Code: KHC-1106 Assmt. ID: 100106	Completed		Life Care Demo Payer (KHC) T1019 697415456144	...

➤ Rejecting EVV Attempts Workflow



Note: Rejecting invalid EVV attempts maintains accurate records and prevents clutter.

Visit Maintenance

Visits **Unscheduled Services** EVV Attempts

All fields marked with an asterisk (*) are required.

Office *

UMA MI office x
UMA health care training x
UMA healthcare x

Date Range *

03/06/2026 - 03/06/2026

Visit Status

Select one or more

Visit Exceptions

Select one or more

> Advanced Filters

Search Reset

➤ GPS Out of Range Workflow



Note: GPS mismatches require review to ensure EVV compliance before visits can be finalized.

Visit Maintenance

Visits Unscheduled Services EW Attempts

All fields marked with an asterisk (*) are required.

Office *

UMA healthcare × UMA health care training ×
UMA MI office ×

Date Range *

10/24/2025  - 10/24/2025 

Visit Status

Select one or more ▼

Visit Exceptions

Select one or more ▼

[Advanced Filters](#)

➤ Visit Verification: Scheduled Visits Workflow



Note: Visit Verification allows you to confirm visit details and proactively resolve exceptions.

Hello PEdemoAC

- Placements (9 Pending)
- System Notifications**
- Direct Messages
- Tasks
- Linked Communication

Search System Notifications

Priority:

Status:

From:

To:



➤ Visit Verification: Unscheduled Visits Workflow



Note: Monitoring **Unscheduled Services** helps prevent missed visits and ensures accurate visit creation.

Visit Maintenance

Visits **Unscheduled Services** EVV Attempts

All fields marked with an asterisk (*) are required.

Office *

UMA healthcare x UMA health care training x
UMA MI office x UMA Botville x

Date Range *

01/13/2026 - 01/13/2026

Visit Status

Select one or more

Visit Exceptions

Select one or more

> Advanced Filters

Search Reset



Reporting & Monitoring EVV

Visit Report



What is it?

- The Visit Report displays detailed information for scheduled and/or completed visits, including visit dates, times and EVV confirmation status.

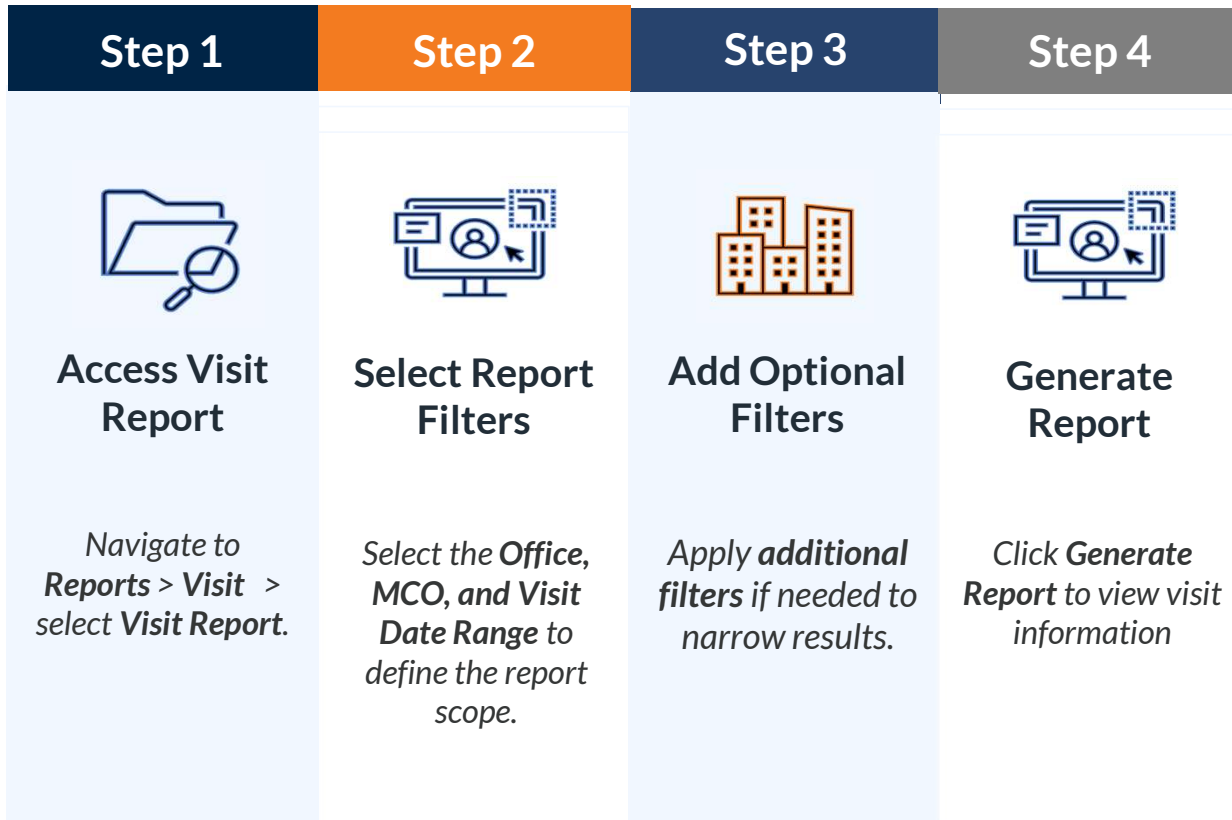
Why is it useful?

- The Visit Report helps agencies review visit activity, identify EVV issues early, and confirm that visits are complete and ready to move forward in the workflow.

When is it used?

- To review visit details for a specific date range
- To identify visits with EVV exceptions or missing information
- To validate visit data
- To support troubleshooting and audits

> Visit Report



➤ Visit Report Screenshot

If a list view is preferred for reviewing Visit Maintenance, the Visit Report can be downloaded.

B	C	D	E	F	G	H	I	J	L	M
Member (Admission ID)	Caregiver (Code)	Coordinator	Visit ID	Visit Date	Scheduled	Visit Time	Duration	Schedule Type	MCO	Service Code
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	1000-1100	1000-1100	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	1300-1500	1300-1500	02:00	DF	Life Care Demo Payer (KHC)	T1019
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/7/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0915-0930	0910-0925	00:15	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0000-0000	2100-2300	02:00	DV	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	2200-2330	2200-2330	01:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	1300-1330	1300-1330	00:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/4/2025	0000-0000	0916-1032	01:16	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/5/2025	0000-0000	1621-1646	00:25	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/6/2025	0000-0000	1305-		NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/7/2025	0000-0000	0946-1145	01:59	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/8/2025	1330-1430	1330-1430	01:00	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/12/2025	0000-0000	1632-1832	02:00	DV	Life Care Demo Payer (KHC)	T1019:UA
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/13/2025	1530-2230	1524-2223	06:59	DF	Life Care Demo Payer (KHC)	T1019

EVV Compliance by Caregiver Report



What is it?

- This report displays each caregiver's EVV compliance performance over a selected time period, including compliance percentages and EVV exception counts.

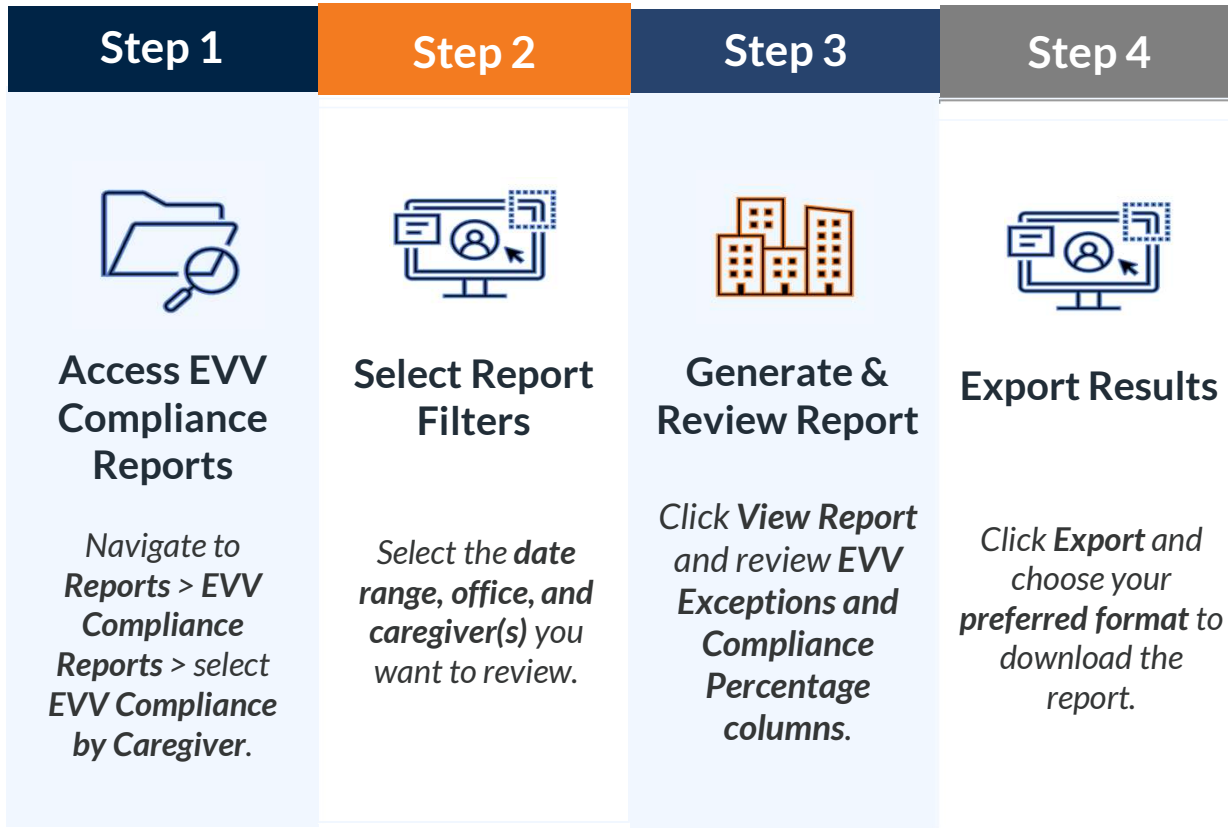
Why is it useful?

- The report helps agencies identify caregivers who may be struggling with EVV capture and need additional coaching or follow-up, reducing repeat exceptions.

When is it used

- To monitor caregiver EVV compliance trends over time
- To identify patterns of missed clock-ins or clock-outs
- To support targeted training and coaching efforts
- To improve overall EVV compliance across the agency

➤ EVV Compliance by Caregiver Report



➤ EVV Compliance by Caregiver Report

Office(s): UMA healthcare ,UMA MI office,UMA health care training
From Date: 5/1/2025 **To Date:** 5/7/2025
Caregiver: All **Type of Service:** Non-Skilled **Coordinator:** All
Discipline(s): All **Service Code(s):** All **Contract(s):** All
Caregiver Location(s): All **Caregiver Team(s):** All **Caregiver Branch(es):** All
Include Type: All

Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1	Life Care Demo Payer (KHC)	UMA-1008	Freeman Jane	4	1	0	0	0	1	100.00%	0.00%
2	Life Care Demo Payer (KHC)	KHC-1003	Lopez Maria	18	1	0	0	0	1	100.00%	0.00%
3	Life Care Demo Payer (KHC)	KHC-1006	Shah2 Samir	5	1	0	0	0	1	100.00%	0.00%
4	Life Care Demo Payer (KHC)	KHC-1106	Zidane Barbara	3	3	2	0	0	1	33.33%	66.67%
5	Life Care Demo Payer (KHC)	KHC-1026	Bell Vicky	12	0	0	0	0	0	0.00%	0.00%



Resources

Support Resources

Training Videos:

- [EVV Overview](#)
- [How to Enable Mobile App Access](#)
- [How to Clock In and Clock Out of the HHAeXchange+ Mobile App](#)
- [How to Locate Time & Attendance PIN](#)
- [How to Save the IVR Phone #](#)
- [How to Clock In and Out via IVR](#)
- [HHAeXchange+ Caregiver User Guide](#)

Knowledge Base:

- [Visit Maintenance](#)
- [Reports](#)
- [EVV Compliance System Reports](#)
- [Events Reports Definitions](#)
- [Visit Reports Definitions](#)

Additional Resource:

- [MI FI/FMS FAQs](#)

HHAExchange+ Mobile App Caregiver User Guide




[HHAExchange+ Caregiver User Guide](#)


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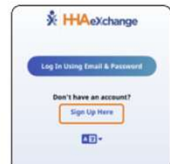
HHAExchange+ Mobile: A Step-By-Step Guide for Caregivers


Use this guide to get started with the HHAExchange+ app, from first login through clocking out. Each step is simple, visual, and made to keep your day running smoothly!


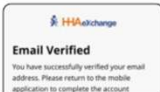
Getting Started: Download, Sign Up, and Register

- 

Download HHAExchange+ app.
- 

Open the app and select your Language preference and tap **Apply**.
- 

Tap **Sign Up Here**.
- 

Enter your email address, create and confirm password, then tap **Sign up** to create your account.
- 
- 

Email Verified
You have successfully verified your email address. Please return to the mobile application to complete the account.

State Info Hub

Provider Information Center

- To ensure you stay up to date on all the information, please visit our Michigan Information Center. This State Info Hub will be your primary source of information throughout this implementation such as process guides, training videos and interactive walkthroughs, including:
 - Services Portal Walkthrough
 - Training for Employees using EVV



<https://www.hhaexchange.com/info-hub/michigan-information-center>



The screenshot shows the HHAeXchange website's Michigan Information Center. The header includes the HHAeXchange logo, navigation links for Homecare Software, Technology, Resources, and Company, and a 'Request Your Demo' button. The main content area features a blue banner with a Michigan map icon and a 'Provider Onboarding Form' button. A table of contents sidebar is visible on the left, listing sections such as Overview, EVV Compliance, Michigan Home Health Fee for Service (FFS), Michigan Home Help, MI Choice, MI Health Link, Medicaid Managed Care Plan (MHP) and Behavioral Health, MI FI / FMS, Electronic Data Interchange (EDI) Process, Frequently Asked Questions, and Contact. The main content area is titled 'Michigan FMS / FI Electronic Visit Verification' and includes a paragraph about the partnership with MDHHS, a list of EVV purposes, a list of requirements (Compliance with federal EVV requirements, Confirmation that services are delivered as authorized, Accountability for caregiver services, Accurate payment for services provided), a 'Welcome Letter' section with a link, and an 'Informational Session' section with a note about a session on Feb 4th.

➤ Provider Resources: HHAeXchange Provider Knowledge Bases



Provider Knowledge Base

<https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm>



Caregiver Knowledge Base

<https://knowledge.hhaexchange.com/caregiver/Content/Home/Home-CG.htm>



**Third-Party EVV (EDI)
Knowledge Base**

<https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm>

➤ Additional Resources

HHAeXchange
Client Support
Portal:

[https://hhaexchange.
my.site.com/s/login/](https://hhaexchange.my.site.com/s/login/)

MI EVV Info:

[www.Michigan.gov/
EVV](http://www.Michigan.gov/EVV)

MI Dept. of
Health & Human
Services
(MDHHS) Email:

[MDHHS-
EVV@Michigan.gov](mailto:MDHHS-
EVV@Michigan.gov)

MI Contact
Methods:

- Atypical providers call:
1-800-979-4662
- Typical providers call:
1-800-292-2550
- Beneficiary Help Line:
1-800-642-3195



Mark Your Calendars!

Visit the HHAeXchange Customer Events Page

- Register for upcoming live trainings and webinars tailored to your agency
- Find sessions on EVV, mobile app, scheduling, billing, reporting, and more
- Get expert tips, real-time answers, and practical takeaways to boost efficiency



[Customer Training Events:](#)
[Elevate Your Skills | HHAeXchange](#)

The screenshot shows the HHAeXchange website's 'Upcoming HHAeXchange Customer Events' page. At the top left is the HHAeXchange logo. The main heading is 'Upcoming HHAeXchange Customer Events'. Below this is a sub-heading: 'We look forward to seeing you at one of our customer training webinars or in-person training events.' There are two search filters: 'Search' and 'Filter by Event Type'. The page features three event cards. The first card is titled 'EVV Made Simple: How to Stay Compliant Every Day' and is scheduled for 'TUESDAY, JANUARY 13 AT 1PM ET'. The second card is titled 'Minnesota EVV Readiness Bootcamp' and is scheduled for 'JANUARY 27TH OR 28TH 2026'. The third card is titled 'Post Go-Live Training + Office Hours: Admin Setup' and is scheduled for 'LIVE TRAINING: FEBRUARY 2ND AT 2PM ET | OFFICE HOURS: FEBRUARY 4TH AT 2PM ET'. Each card includes a representative image and a large orange icon.

thank you